

CIT Customer Service Report for the Telecommunications Branch



For the period: Wednesday, August 01, 2007 12:00:00 AM to Friday, August 31, 2007 11:59:59 PM

Snapshot Date: 9/1/2007 6:30:13 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	1	0	0	0	0	0	0	0	0	1	7
Circuits	0	0	0	6	0	0	3	0	0	3	0
Conferencing	9	0	0	0	0	0	0	2	0	7	9
Coverage	2	0	0	0	0	0	0	1	0	1	6
DELPRO	17	0	0	236	0	0	167	11	0	75	0
General Info	47	0	0	15	0	0	12	25	0	25	8
New Request/Termination	3	0	0	0	0	0	1	2	0	0	4
NIH Directory	2	0	0	0	0	0	0	1	0	1	14
Operator Services	2	0	0	0	0	0	0	1	0	1	6
Phones/Accessories	37	0	0	128	1	0	24	19	0	121	3
Repair	9	0	0	0	0	0	1	0	0	8	6
Repairs	45	0	0	327	0	0	45	28	0	299	1
Training	0	0	0	2	0	0	0	0	0	2	0
TSR	50	0	0	756	1	0	254	44	0	507	0
User Change	1	0	0	0	0	0	0	0	0	1	8
Voice Mail	70	0	0	4	1	0	4	55	0	14	6
Web Work	0	0	0	1	0	0	0	0	0	1	0

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Grand Total:	295	0	0	1475	3	0	511	189	0	1067	1
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Total Tickets Closed: 1256

Total Tickets Assigned/Pending/Checked Out: 514

Total Tickets Created: 1770